



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

CF1501 - ALL ACTIVE SOLUTIONS

September 2007

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Solution ID TAUS0625510EN***Solution Usage** 1**Description**

Machine displays C0F30, C0F32, C0F34, or C0F36 Codes, and low toner density.

Solution

CAUSE: The toner hopper is empty and the unit never calls for toner.

SOLUTION: Check the amount of toner in the affected unit and if empty, check the alignment of the toner sensor actuator arm. It is possible that the arms may have been jarred out of alignment during shipment and fail to sense the low/empty toner condition. This in turn, causes the IU to drop below the proper toner to developer ratio resulting in C-codes. Once the actuator has been properly positioned, run ATDC toner supply until the T/D ratio comes back into the specified range.

Solution ID TAUS0625526EN***Solution Usage** 1**Description**

Part number for the Universal Cassette Body on the CF1501.

Solution

Universal Cassette Body (p/n 4658-3001-04).

Note: This is only the body of the cassette and all of the hardware needs to be transferred from one cassette to the other.

Solution ID TAUS0625545EN***Solution Usage** 2**Description**

PROBLEM: After installing a new oil supply unit (instead of the old-style oil web) an error message appears.

Solution

CAUSE: Outdated firmware.

SOLUTION: The copier/printer needs new firmware to support the Oil Supply Unit. Please refer to bulletin 4011 .

Note:

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> | URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0635803EN***Solution Usage** 1**Description**

Oil spots appear on copies after installing the oil supply unit (OSU).

Solution

Cause: Incorrectly installed or broken oil web/OSU drive gear.

Solution: The gear should spin freely only in the counter-clockwise direction (turn towards the copier, not away from the copier). Please inspect the drive gear to ensure it is not cracked and that it is correctly installed. If it turns freely in both directions it needs to be replaced; if it turns only in the counter clockwise direction it has been installed incorrectly and should be reinstalled.

Solution ID TAUS0636104EN***Solution Usage** 1**Description**

C0096 error code is displayed.

Solution

CAUSE: The e-clip that secures the transfer belt drive gear is not seated correctly.

SOLUTION: Verify that the e-clip that secures the black drive gear, located on the rear side of the transfer belt is seated correctly. If not, the black gear will move forward and will not receive drive from the main drive motor. Please follow the steps on page T-55 of the Field Service Manual .

Solution ID TAUS0656768EN***Solution Usage** 22**Description**

What Konica Minolta print drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution

Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners and the attached PDFs.

For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:

"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."

Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.

Notes :

1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0700453EN*

Solution Usage 78

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems.

Solution

C250/C252/C300/C350/C351/C450

NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:

Stop, 0, 7, 1, 3, 9, *

What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:

1. Stuck on hour glass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.

IMPORTANT : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connect to backup the data before performing the Data Clear.

If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

Codes C-3C00 through C-3C40 indicate a corrupt BRU

Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/C500

The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

Bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a .
5. Abort code 0x00f00b00 .
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in KM logo.
9. Keep losing machine settings when power OFF.

Bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

Note : First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:

1. Screen freeze in KM logo.
2. Fax unit locking up the copier or not recognized.
3. CE-084 error code.
4. CannotPING the copier.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to email or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C284x error code.

Bizhub 600/750

Common symptoms when NVRAM replacement may be necessary:

1. Screen freeze in KM logo.
2. Cannot recognize DF.
3. Error code SC2203 .

7145/7255

Common symptoms when NVRAM replacement may be necessary:

1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01 .

IMPORTANT: All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.

Notes:

1. Refer to the attached Bulletin Number 5783 for more detail and the BRU form.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0700679EN*

Solution Usage 1

Description

Light image density on all four colors.

Solution

CAUSE: A failed Charge Neutralizing Relay (RY1) is causing a loss of the second transfer voltage.

SOLUTION: Replace the Charge Neutralizing Relay (RY1).

MODEL PART NUMBER

CF1501/CF2001/CF2002/CF3102 9341-2000-11

7915/7920/8020/8031 111T 8871 0

Note : The Charge Neutralizing Relay (RY1) is referred to as the DC Power Relay in the Parts Manual.

Solution ID TAUS0701604EN*

Solution Usage 2

Description

NVRAM/BRU replacement form.

Solution

The online NVRAM/BRU Replacement RA/Claim form is referenced in attached Bulletin Number 5783.

Notes :

1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACE A NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0625462EN*

Solution Usage 1

Description

How do you select the finisher functions from the CF 1501 copier control panel?

Solution

On the CF1501 the finisher functions are available only through the Fiery* print drive.

* Trademark ownership information

Solution ID	TAUS0625493EN*	Solution Usage	1
Description Blurred images.			
Solution CAUSE: Transfer belt clips loose or missing. SOLUTION: Remove the transfer belt and verify that the two clips on either side of the belt are installed. If they become loose or missing, the copies will become blurred.			
Solution ID	TAUS0625504EN*	Solution Usage	1
Description What are the part numbers for the copier Flash ROM card?			
Solution The part number for the CF1501 is: 766-1501-01 The part number for the CF2001 is: 766-2001-01			
Solution ID	TAUS0625515EN*	Solution Usage	1
Description The CF1501 does not allow selection of any finishing options off the glass.			
Solution When copying off the glass, the finishing features are not selectable. Please refer to Service Bulletin 3289. Link			
Solution ID	TAUS0625549EN*	Solution Usage	1
Description How to upgrade PCMCIA flash cards to a higher flash ROM version			
Solution To re-write a flash card with a new version of flash ROM data a PCMCIA card slot and the appropriate software are needed. Note: One program commonly used for this purpose is Elan Memory Card Explorer.			
Solution ID	TAUS0625556EN*	Solution Usage	1
Description What does the C3C30 code indicate?			
Solution The C-3C30 code indicates that the correct date and time must be input into the copier. To access the date/time mode, press the following keys in order: Stop 1144 Clear.			
Solution ID	TAUS0642138EN*	Solution Usage	1
Description Why is black referred to as K?			
Solution Black is referred to as K to differentiate it from B for blue.			
Solution ID	TAUS0643078EN*	Solution Usage	1
Description When copying off the glass, there is a void line in the feed direction on either the front or rear side of the copy.			

Solution

CAUSE:
Poor connection between the copier and scanner.

SOLUTION:
Re-seat the interface cable between the copier and scanner.

Solution ID TAUS0643224EN*

Solution Usage 1

Description

A C0660 error code is indicated.

Solution

CAUSE: Incorrect scan motor drive belt operation.

SOLUTION: Verify that the scan motor drive belt tension is correct and that the drive pulleys are secured on the shaft.

Solution ID TAUS0643859EN*

Solution Usage 1

Description

Unable to perform gradation. After the test pattern prints, the start button stays amber.

Solution

CAUSE: The RADF feed tray has paper in it or the RADF empty sensor has failed.

SOLUTION: Either remove the paper from the feed tray or check the operation of the empty sensor (p/n 9335100011) and the actuator (p/n 4490341103).

Solution ID TAUS0648439EN*

Solution Usage 1

Description

How to enable two counts on the total counter for 11x17 paper.

Solution

To enable two counts on the total counter for 11x17 paper, perform the following:

1. Enter the Service mode by pressing Utility and then Meter Count
2. Press Stop, 0 twice, Stop, 0 and 1.
2. Enter the Security Mode by pressing Stop and then 9.
3. Press Total Counter.
4. Select Mode 2.
5. Press End.
6. Press Size Counter.
7. Select A3/11x17.
8. Press End, Menu, and Fin. Time to return to main screen.

Solution ID TAUS0652422EN*

Solution Usage 1

Description

How to print the meter count list.

Solution

To print the meter count list, perform the following:

1. Press the UTILITY key.
2. Select COUNTER LIST on the LCD.
3. Select PRINT and follow the instruction on the LCD.

Solution ID TAUS0654334EN*

Solution Usage 1

Description

Will Fiery* Remote Scan 5 support the X3e for the CF1501?

Solution

Fiery Remote Scan 5 will not support the X3e for the CF1501.

* Trademark ownership information

Solution ID TAUS0655818EN***Solution Usage** 1**Description**

Can Konica* imaging units be used?

Solution

Konica imaging units are not compatible.

* Trademark ownership information

Solution ID TAUS0612302EN***Solution Usage** 0**Description**

P-21 or P-22 shortly after power up.

Solution

CAUSE: The registration sensors (UN20 and UN21) are dirty or they are unable to read the color shift patterns on the transfer belt.

SOLUTION: Clean UN20 and UN21 and ensure that the shutter is working properly. A damaged transfer belt can cause the color shift patterns to be poorly developed.

Solution ID TAUS0619537EN***Solution Usage** 0**Description**

Are separate parts available for the fuser unit?

Solution

SOLUTION: The fuser unit is considered a field replaceable unit. Only the heat lamps are available separately.

Solution ID TAUS0625366EN***Solution Usage** 0**Description**

Cannot flash the machine.

Solution

CAUSE: Energy Saver and/or the Sleep Mode are set to ON.

SOLUTION: Make sure the Energy Saver and/or the Sleep Mode are set to OFF. If either one is turned ON, it will prevent the copier from receiving the flash information.

Solution ID TAUS0625367EN***Solution Usage** 0**Description**

The imaging unit (IU) cannot be removed from the copier.

Solution

Make sure the Tee handle is properly connected to the copier to remove the IU unit. Go behind the copier and pry the IU unit away from the drive motor.

Solution ID TAUS0625463EN***Solution Usage** 0**Description**

The CF1501 is not recognizing the 1 memory module installed as an upgrade.

Solution

CAUSE: Memory modules must be installed in pairs for the machine to recognize the upgrade.

Solution ID TAUS0625465EN***Solution Usage** 0**Description**

The Fiery* print job does not print out when Copy Track is enabled.

Solution

CAUSE: Incorrect print driver configuration.

SOLUTION: A valid account number must be placed in the print driver User ID screen for the Fiery to print when Copy Track is enabled.

* Trademark ownership information

Solution ID TAUS0625466EN*

Solution Usage 0

Description

Problems printing from the Fiery, the configuration page prints OK.

Solution

CAUSE: The MSC/Panel version has not been updated.

SOLUTION: Update the MSC/Panel to version 4004-00G0-20 or above for the connected unit.

Solution ID TAUS0625467EN*

Solution Usage 0

Description

The colors vary or an ATDC failure occurs after replacing the LED assembly on the Cf1501,2001.

Solution

CAUSE: The original ATDC sensor must be installed with the new LED assembly to produce correct color output or prevent ATDC failure.

SOLUTION: Install the original ATDC sensor.

Solution ID TAUS0625469EN*

Solution Usage 0

Description

CF1501/2001 colors are off after running the gradation adjust.

Solution

CAUSE: Incorrect order of adjustments.

SOLUTION: Make adjustments to the PRT Max Density and Highlight values and then run the stabilizer Mode to correct the color output.

Solution ID TAUS0625470EN*

Solution Usage 0

Description

COFXX codes, low image density.

Solution

CAUSE: Improper installation of the imaging unit causing the toner shutter not to open properly.

SOLUTION: Reinstall the imaging unit so that the toner shutter opens properly.

Solution ID TAUS0625471EN*

Solution Usage 0

Description

The transfer belt separator fingers do not spring back into position damaging the transfer belt.

Solution

CAUSE: The adhesive on the set screw has leaked into the separator finger shaft.

SOLUTION: Replace the transfer belt and transfer belt separator fingers. Please check the operation of the separator during set-up.

Solution ID TAUS0625473EN*

Solution Usage 0

Description

C0060 during operation.

Solution

CAUSE: The fusing drive motor does not turn.

SOLUTION: Check the interlock switch on the fuser door for proper contact. Also make sure the firmware is at the current version (see bulletin #3240).

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID	TAUS0625474EN*	Solution Usage	0
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Description

Scanned images have a colored background.

Solution

CAUSE: Poor connection at the interface cable between the copier and scanner unit.

SOLUTION: Check the interface cable between the copier and the scanner for bent pins and correct as necessary.

Solution ID	TAUS0625475EN*	Solution Usage	0
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Description

Paper is intermittently jamming in the PF117 unit.

Solution

Cause: The registration sensor may not be operating properly

Solution: Check the registration sensor PC-17 for proper activation. Also check for a physical blockage in the paper path.

Solution ID	TAUS0625476EN*	Solution Usage	0
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Description

Color registration varies from page to page.

Solution

CAUSE: Color registration that varies from page to page on a copy run may be caused by the rubber strip on the underside edge of the transfer belt becoming separated from the film.

SOLUTION: Check the transfer belt assembly, and replace if necessary.

Solution ID	TAUS0625477EN*	Solution Usage	0
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Description

Additional memory installed into the CF1501 is not recognized?

Solution

The CF1501 must have both 128 meg chips installed for the unit to recognize the additional memory.

Solution ID	TAUS0625479EN*	Solution Usage	0
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Description

Spots appear on all copies. The spots occur in line with the transfer belt separator fingers.

Solution

Increase the distance between the separator finger and the transfer belt by turning the set screw on the separator finger.

Solution ID	TAUS0625480EN*	Solution Usage	0
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Description

AD14, the duplexer is not functioning.

Solution

CAUSE: Insufficient memory installed.

SOLUTION: Ensure that the copier has two (2) 128MB memory modules (Item #7640000064) for a total of 256MB.

Solution ID	TAUS0625481EN*	Solution Usage	0
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Description

The duplex unit will not operate.

Solution

Make sure that the kit for the upgrade memory is used. The memory must be matched. The kit uses 2 - 128 DIMMS.

Solution ID	TAUS0625482EN*	Solution Usage	0
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Description

Can any labels be used in the copier?

Solution

Labels can't be used they may peel off on the transfer belt, or the fuser unit. Also, the adhesive may forced out of the side of the label as it passes through the fuser unit.

Solution ID	TAUS0625483EN*	Solution Usage	0
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Description

When switching the LED unit, do the 4 'chips' need to be moved from the old unit?

Solution

The 4 chips do not have to be moved.

Solution ID	TAUS0625484EN*	Solution Usage	0
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Description

Can oil be added to the oil roller?

Solution

Oil cannot be added to the oil roller of the CF1501/2001

Solution ID	TAUS0625485EN*	Solution Usage	0
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Description

Can the CF1501 and or CF2001 print mono colors?

Solution

No they cannot.

Solution ID	TAUS0625486EN*	Solution Usage	0
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Description

Requirements for Copy Track with Windows 2000.

Solution

Copy track requires version 2.0 UniDrivers, which are available on our public [[web site] http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home]]. Download version 1.2.144.3 to support Copy Track under Windows 2000.

Solution ID	TAUS0625487EN*	Solution Usage	0
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Description

Does the CF1501 copier have walk-up finishing capabilities?

Solution

No, it does not employ that functionality.

Solution ID	TAUS0625488EN*	Solution Usage	0
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Description

Can the image stabilization cycle be altered?

Solution

No. The image stabilization cycle must run to correct color balance.

Solution ID TAUS0625489EN***Solution Usage** 0**Description**

Are the imaging units rebuildable?

Solution

SOLUTION: The imaging units cannot be rebuilt in the field. The imaging units can only be rebuilt at the factory.

Solution ID TAUS0625491EN***Solution Usage** 0**Description**

Can the LEDs be changed separately on the on the CF1501?

Solution

The LEDs cannot be replaced separately.

Solution ID TAUS0625492EN***Solution Usage** 0**Description**

What type and weight of paper can be used in the 1501 / 2001?

Solution

Paper weight and type information can be found in the Operators Manual, Chapter 4 section 4.1 pages 4-1 through 4-5.

Solution ID TAUS0625494EN***Solution Usage** 0**Description**

What action to take if the jam counters read over a million.

Solution

Reset the counters to zero and then power the copier OFF/ON.

Solution ID TAUS0625495EN***Solution Usage** 0**Description**

Incorrect color reproduction after upgrading the firmware.

Solution

CAUSE: Incorrect gradation settings.

SOLUTION: Run the gradation adjust mode 3 times after the upgrade.

Solution ID TAUS0625497EN***Solution Usage** 0**Description**

Is it possible to operate the CF1501 duplex unit through the copier control panel?

Solution

Yes. However, the CF1501 requires optional memory for this function.

Solution ID TAUS0625498EN***Solution Usage** 0**Description**

The duplexer does not function at the copier control panel?

Solution

Cause: Insufficient memory installed in the copier

Solution: The CF1501/CF2001 requires additional memory before the duplexer is available to use. You must add both memory cards to the CF1501/CF2001 as a set it will not work with just one memory card inserted.

Solution ID TAUS0625499EN***Solution Usage** 0**Description**

When using coated stock, ghosting starts to appear on images.

Solution

CAUSE: The fuser unit is pulling the coating off the paper due to the temperature being set too high.

SOLUTION: Reduce the lower fuser roller temperature setting which will allow coated stock to be run without ghosting.

Solution ID TAUS0625500EN***Solution Usage** 0**Description**

Grinding noise from the transfer belt.

Solution

CAUSE: Either the waste toner bottle has become full or the transfer belt was installed with the right side door closed (door with the transfer roller 2).

SOLUTION: Empty/replace the waste toner bottle or re-install the transfer belt correctly.

Solution ID TAUS0625501EN***Solution Usage** 0**Description**

Why after replacing an individual LED assembly is the image blurry?

Solution

When the LED assembly is replaced it must be installed with the EPROM supplied in the kit as a set.

Solution ID TAUS0625502EN***Solution Usage** 0**Description**

Manual bypass cannot be selected through the driver.

Solution

CAUSE: The manual bypass was originally only available as a walk-up feature.

SOLUTION: Updating to system software version 2.0 will allow the selection of the manual bypass tray.

Solution ID TAUS0625503EN***Solution Usage** 0**Description**

What is the most memory that can be installed into a X3e for the CF1501/2001?

Solution

The maximum memory that can be installed in the X3e for the CF1501/2001 is 256MB.

Solution ID TAUS0625505EN***Solution Usage** 0**Description**

Part number for the wheels for the copier.

Solution

The part number is: 4496-2011-01

Solution ID TAUS0625506EN***Solution Usage** 0**Description**

What is the switch used for on the flash card?

Solution

The switch is a rewrite switch. Keep the switch in the OFF position when flashing the copier.

Solution ID TAUS0625507EN***Solution Usage** 0**Description**

Paper weight specifications.

Solution

SOLUTION: The specifications of paper weights are: Universal cassette 16 to 43 lbs. bond paper (22 to 60 lbs. cover); all other cassettes, 16 to 24 lbs. bond paper (22 to 33 lbs. cover); manual bypass tray, 16 to 55 lbs. bond paper (22 to 75 lbs. cover).

Solution ID TAUS0625508EN***Solution Usage** 0**Description**

What can be used to clean the copier's transfer belt?

Solution

The transfer belt can be cleaned with a clean cloth and alcohol.

Solution ID TAUS0625509EN***Solution Usage** 0**Description**

PROBLEM: There is color background on anything copied or scanned off the glass.

Solution

CAUSE: This is usually caused by a bent or broken pin on the interface cable between the scanner and the print unit.

SOLUTION: Repair the connection or replace the cable.

Solution ID TAUS0625511EN***Solution Usage** 0**Description**

What is "Thick 2" on the copier paper selectection for?

Solution

SOLUTION: The thick 2 setting is used for postcard stock (4x6).

Solution ID TAUS0625512EN***Solution Usage** 0**Description**

How do I select thick paper?

Solution

Thick paper must be selected with the dial on the top tray of the copier, and also through the Fiery print options menu.

Solution ID TAUS0625513EN***Solution Usage** 0**Description**

Toner spotting on the second side of a duplexed copy.

Solution

CAUSE: Toner spotting on the second side of a duplexed copy is caused by the pick-off fingers of the transfer belt being too close to the belt.

SOLUTION: Adjust the pick-off fingers away from the transfer belt to resolve this issue.

Solution ID TAUS0625514EN***Solution Usage** 0**Description**

White streaks on the copies, coming from the black imaging unit.

Solution

CAUSE: Toner not properly distributed within the developer unit, defective developer unit.

SOLUTION: Try shaking the black imaging unit to distribute the toner evenly. If this does not work, replace the imaging unit.

Solution ID TAUS0625516EN***Solution Usage** 0**Description**

After upgrading to flash ver. 18, X-Y Zoom and Repeat Copy are not available.

Solution

CAUSE: X-Y Zoom and Repeat Copy are only available with the expanded memory in the CF1501.

SOLUTION: For these features to work, the memory kit M128-2 must be installed.

Solution ID TAUS0625518EN***Solution Usage** 0**Description**

Does the life counter reset when a new unit is installed into the copier?

Solution

The life counter will reset every time a new unit is installed into the copier.

Solution ID TAUS0625519EN***Solution Usage** 0**Description**

What can cause codes Pg 9 / Pg 21 to be displayed and low black ATDC in level history 1 when the machine is powered up after the installation of the IU's.

Solution

Check the connector on the back of the of black IU unit for proper position and stability.

Solution ID TAUS0625521EN***Solution Usage** 0**Description**

Upon installation, the scanner is dead and there is no control panel or LED's.

Solution

CAUSE: Insufficient voltage.

SOLUTION: Check the connections on PWB I, PI 1, and also the connections between MSC/Panel and PWB H. If all connections are good, then check the voltages out of PU 1, and replace if necessary.

Solution ID TAUS0625522EN***Solution Usage** 0**Description**

The user cannot launch Color Tools (an error message appears on the screen), but the Command Workstation and Downloader work fine.

Solution

CAUSE: Incorrect device name.

SOLUTION: Verify the device name. It should be: 20C-M not 20C-m.

Solution ID TAUS0625525EN***Solution Usage** 0**Description**

What type of memory does the X3e use?

Solution

SOLUTION: The X3e uses SDRAM SIMMs.

Solution ID TAUS0625527EN***Solution Usage** 0**Description**

T-shirt transfer.

Solution

T-shirt transfer paper is not recommended for the CF-series color copiers. The transfer paper tends to cake up in the fuser unit and cause jams, double images, and even NIP problems.

Solution ID TAUS0625532EN***Solution Usage** 0**Description**

Peripheral mode settings for connecting the CF-2001 or CF-1501 to a Fiery controller or MicroPress system.

Solution

peripheral mode 1: print only (with Fiery controller)
 peripheral mode 2: print and PC scan (TWAIN driver, Fiery Scan: Scan controlled from PC)
 peripheral mode 3: print & PC scan & copier-based scan; (Web Scan, Scan at Copier and downloaded to the PC); no scan to e-mail, only 1 scan location
 peripheral mode 4: print & PC scan & copier-based scan; several e-mails, only 1 scan location
 peripheral mode 5: connection to MicroPress (CF-2001 only)

This is documented in bulletin 3539 .

Note:

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0625533EN***Solution Usage** 0**Description**

Print quality (prints from a controller or from test mode) is fine, but copy quality has deteriorated when scanning an original.

Solution

SOLUTION: Thoroughly clean the optics.
 Verify the Default Settings in the Utility screen are set to Factory specifications.
 Verify the scanner serial number has been entered in the copier in the System Input screen.
 Make sure the firmware is current.
 Check the interface cable between the copier and scanner for any damage. If the cable was recently removed, make sure none of the pins were bent when the cable was re-seated.

Solution ID TAUS0625534EN***Solution Usage** 0**Description**

AD14 compatibility with the CF3102/CF2002.

Solution

Only if the AD14 serial number is 6112008 or above.

Solution ID TAUS0625535EN***Solution Usage** 0**Description**

Can a PF118 from the CF2001/1501 be used on a CF3102/2002?

Solution

The PF-118 can be used on either a CF2001/1501 or CF3102/2002. It is recommended to use the optional cassette that has the Paper Feed Roller Guide with the Black Mylar installed, this will reduce the possibility of having fuser blurred images under high humidity conditions..

Solution ID TAUS0625536EN***Solution Usage** 0**Description**

Is the CF1501 waste toner bottle compatible with the CF2002/CF3102?

Solution

The CF1501 waste toner bottle can not be used in the CF2002/CF3102. However, the CF2002/CF3102 waste toner bottle is backwards-compatible with the CF1501.

Solution ID TAUS0625537EN***Solution Usage** 0**Description**

Life expectancy specifications of the Imaging Unit for the CF1501/2001/2001P.

Solution

SOLUTION: Please refer to Bulletin 3743 for details on the imaging unit life expectancy.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0625538EN*

Solution Usage 0

Description

How to resolve a P-21 stabilizer error.

Solution

CAUSE:

The P-21 stabilizer error refers to the color shift correction pattern that runs during image stabilization. If any of the four imaging units is too low in density, the AIDC cannot see the test pattern and the P-21 is triggered.

SOLUTION:

Running a mono-color test pattern will usually indicate which IU is at fault. If the test pattern fails to indicate a problem, check the Vb and Vg for each color and see if one or more imaging units is out of range.

Solution ID TAUS0625540EN*

Solution Usage 0

Description

How can I correct for image size variation in the feed direction?

Solution

Adjust the fuser speed for the correct paper stock.

Solution ID TAUS0625541EN*

Solution Usage 0

Description

Unable to corner staple 8.5 x 14 paper with the FN-108.

Solution

If corner stapling is selected using legal paper with the FN-108 Finisher, no stapling will occur because the orientation of the legal paper would prevent it from exiting the copier correctly after being stapled.

(With the FN-107 finisher, there is a choice of corner, center, long edge and short edge stapling. However, the FN-108 finisher only permits corner stapling.)
Link

Solution ID TAUS0625543EN*

Solution Usage 0

Description

With a card vending system installed, when a print job is sent over the network, it prints the job without the copier being enabled. Is it possible to limit access for network print jobs until the printer is enabled through the vending system?

Solution

CAUSE: The card vending system cannot limit printing access from the Fiery X3e.

SOLUTION: The equipment is functioning as designed.

Solution ID TAUS0625544EN*

Solution Usage 0

Description

When printing from PageMaker through a Fiery X3e, Z4 or Z5 with the Copy Track feature enabled on the Copier, the job does not print out.

Solution

There is a work-around for this issue which will allow printing with the Copy Track feature enabled on the copier, but with limited feature availability (Duplexing, Finishing, Paper tray selection, Paper Type, are not available.) Please see Bulletin 3794

Solution ID TAUS0625546EN*

Solution Usage 0

Description

What is the part number for the oil web drive gear? (The gear is located near the front of the frame and drives the fuser web, it is not located in the fuser unit.)

Solution

The part number is 4004-2606-03.

Solution ID TAUS0625547EN*

Solution Usage 0

Description

Are the expanded DIMM memory chips interchangeable between the CF1501/2001 and the CF2002/3102?

Solution

The DIMM memory is not interchangeable between these models. The CF1501 and CF2001 use 128 MB DIMMs, while the CF2002 and CF 3102 use 256 MB DIMMs.

Solution ID TAUS0625548EN*

Solution Usage 0

Description

Security concerns when using Apache* Web Server with Fiery* controllers.

Solution

CAUSE: Patch file required.

SOLUTION: Install the patch file 1-7WUW1.PS for the Fiery X3e connected to the CF1501. Please refer to bulletin 4113 for the details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0625550EN*

Solution Usage 0

Description

Transparencies and paper stock tested in the CF-series color copiers.

Solution

Please see the media guide (marketing bulletin 02-GB-14) and additions listed in marketing bulletin 03-GB-010 .

Solution ID TAUS0625551EN*

Solution Usage 0

Description

Why does the main copy counter still count B/W copies and prints even though the optional B/W counter is installed?

Solution

The main copy counter counts the total copy/print volume both B/W and color. The optional counter will only count B/W copies and prints.

Solution ID TAUS0625552EN*

Solution Usage 0

Description

After downloading copier firmware, the checksum is different than the one stated in the bulletin.

Solution

CAUSE: The downloaded file must be unzipped before it is copied to the flashcard.

SOLUTION: Please see Bulletin 4011b for details on the firmware:

Solution ID TAUS0625554EN*

Solution Usage 0

Description

Item numbers for Parts or Service Manuals.

Solution

Please refer to this publications list .

Note:

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
 [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0625555EN*

Solution Usage 0

Description

The copier control panel will not power up.

Solution

CAUSE: This could be caused by a bad connection on PWB-C. PWB-C is defective.

SOLUTION: Please re-seat all connections on PWB-C in the scanner. If problem persists, replace PWB-C.

Solution ID TAUS0625557EN*

Solution Usage 0

Description

How is the scan resolution changed when using the Scan to HDD feature?

Solution

Press the scan button and then press the clear key on the copier control panel. Enter the desired resolution from 1-600 DPI.

Solution ID TAUS0625558EN*

Solution Usage 0

Description

Light streaks on the last 3 inches of scanned images.

Solution

CAUSE: Defective CCD unit.

SOLUTION: Verify that the CCD check values listed on the Image Processing report are within specification. Replace the CCD if it is not within specification.

Solution ID TAUS0628848EN*

Solution Usage 0

Description

Can meter readings be captured electronically? If so, which machines are supported and how does it work?

Solution

PageScope* Net Care records information for each device on the network, including total print count, error history, and paper jams. Records are kept for a one-year period. The data can be displayed as a graph, providing a clear picture of the past performance and use pattern for each device. This log history is automatically recorded when PageScope Net Care is installed.

Notes:

1. Please refer to the following web page for information on the record keeping function of PageScope Net Care:

[[http://www.pagescope.minolta.com/us/products/products/psnc/function5.html| URL

http://www.pagescope.minolta.com/us/products/products/psnc/function5.html]]

2. Compatibility with PageScope NetCare is listed in the compatibility chart linked below:

http://techweb.konicabt.com/tpm/mfiles/compatibility_chart_PageScopev2.pdf

* Trademark ownership information

Solution ID TAUS0629648EN*

Solution Usage 0

Description

Fiery* Controller Parts Support.

Solution

Fiery Controller Parts Support

Notes To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0630851EN*

Solution Usage 0

Description

PLEASE INSTALL THE CORRECT UNIT CORRECTLY after installing a new imaging unit.

Solution

CAUSE: A Konica imaging unit was installed. The imaging units can be identified by the label on the unit.

SOLUTION: Install a Minolta imaging unit.

Solution ID TAUS0631034EN*

Solution Usage 0

Description

How to copy currency without poor copy quality.

Solution

It is prohibited under any circumstances to copy domestic or foreign currency, or works of art without permission of the copyright owner. The machine is equipped with a BRU (Banknote Recognition Unit) which in most cases, when recognizing currency, will overlay the copy with black toner and display BILL DETECTED.

Solution ID TAUS0631925EN*

Solution Usage 0

Description

Installed a PF118 and a PF117 on the CF1501. The new units will not fit under the scanner stand.

Solution

Consult the Configuration Guide. You can only add 2 PF118s and a copy table; or a PF117; or a copy desk as options.

Solution ID TAUS0631945EN*

Solution Usage 0

Description

Why the duplexer function is disabled at the copier control panel.

Solution

The CF1501 requires additional memory before the duplexer is available to use. Add both memory cards to the CF1501 as a set because it will not work with just one memory card inserted.

Solution ID TAUS0632108EN*

Solution Usage 0

Description

The scanner has just been installed on the copier, but will not scan.

Solution

CAUSE: Packing material present in the scanner unit.

SOLUTION: Verify that the packing material has been removed from the scanner section.

Solution ID TAUS0633994EN*

Solution Usage 0

Description

How to clear a C-10A5 error code.

Solution

Perform the following steps:

1. Open the front door.
2. Insert a paper clip into the reset switch.
3. Without closing the front door, power the copier off.
4. Disconnect power from the copier.
5. Insert the correct flash card into the slot.
6. Re-apply power to the copier.
7. Power the copier back on.
8. Close the front door.

At this point, the firmware can be updated normally.

Note:

If the code recurs during download, check to see if the copier print button is still flashing. If so, let the download continue until the print button stops flashing.

Firmware download is now complete.

Solution ID TAUS0634558EN*

Solution Usage 0

Description

Jams near the fuser unit.

Solution

CAUSE: Improper operation of timing sensor actuator.

SOLUTION: Check the timing sensor actuator on the fuser unit and replace it if necessary.

Solution ID TAUS0635360EN*

Solution Usage 0

Description

Problems accessing the Fiery Spooler from a Macintosh.

Solution

CAUSE: Incorrect Java Runtime settings.

SOLUTION: Please refer to the Fiery Release Notes and verify the Java Runtime settings for the web browser.

Solution ID TAUS0635865EN*

Solution Usage 0

Description

When changing an LED array, where should the EPROM be installed?

Solution

The EPROM should be installed on the back of the LED Drive Board. There is a letter (designation) next to the EPROM slot to allow easy identification.

Solution ID TAUS0635889EN*

Solution Usage 0

Description

Intermittent "Check Power and Cable" messages on the Fiery* X3e.

Solution

CAUSE: Bad connection on the PWB-I.

SOLUTION: Please reseal all connections on PWB-I. Also check to make sure that the Fiery X3e is correctly mounted in the copier.

* Trademark ownership information

Solution ID TAUS0636698EN*

Solution Usage 0

Description

Consumable/part yields and volume ratings.

Solution

Consumable/Part Yields and Volume Ratings from the Product Information Guide.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0636701EN*

Solution Usage 0

Description

Can individual parts be ordered for the scanner stand?

Solution

Individual parts can't be ordered for the scanner stand it is available only as a complete unit.

Solution ID TAUS0637022EN*

Solution Usage 0

Description

Top paper tray indicates an incorrect paper size.

Solution

CAUSE: The top paper tray has been set to a specific size in the User's Choice Mode, screen 2/2, the paper tray will read that specific size paper only.

SOLUTION: Set the paper tray to Auto Detect to allow the paper tray to automatically detect standard paper sizes.

Solution ID TAUS0637267EN*

Solution Usage 0

Description

Control panel locks up after the print button is pressed.

Solution

CAUSE: Poor connections to the control panel and/or control boards.

SOLUTION: Verify the connection between the copier and the scanner. If the connection is correct, re-seat all connections on PWB-C in the scanner. If the problem continues, try replacing PWB-C.

Solution ID TAUS0637460EN*

Solution Usage 0

Description

The copier shows an imaging unit drive motor error after replacing an LED.

Solution

CAUSE: LED not replaced correctly.

SOLUTION: Please verify the following:

1. The LED is fully seated and is not raised on one side.
2. Verify that the white plastic tab and its spring (items 11 and 13 in figure 18 of the CF2002\3102 Parts Manual) are in their proper positions. The white tab should move freely back and forth on the LED assembly.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0637546EN*

Solution Usage 0

Description

Part number for CF1501 multi-purpose cassette.

Solution

Multi-purpose cassette (p/n 4004-0401-04). Please see bulletin 4046 for additional information.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0637647EN*

Solution Usage 0

Description

RAM pack part number.

Solution

The RAM pack (PWB-R) is 9367-4510-31.

Solution ID TAUS0638912EN*

Solution Usage 0

Description

The machine locks up with Konica on the display at power up.

Solution

CAUSE: A pin is bent on the cable between the scanner and main body.

SOLUTION: Inspect the cable pins and the connectors on the scanner and main body. Install strain reliefs on the cable ends as specified in the set up instructions.

Solution ID TAUS0641258EN***Solution Usage** 0**Description**

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0643798EN***Solution Usage** 0**Description**

Why do print jobs not print from Macintosh* OS 10.2.4 when the Copy Track feature is enabled?

Solution

Please refer to Bulletin 4388 for information about using the Mac OS X PPD Fiery* Job Notes feature on a computer running Macintosh OS version 10.2.4 or later.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0643894EN***Solution Usage** 0**Description**

False exit jam is indicated; no paper jams can be found.

Solution

CAUSE: Sensor failure.

SOLUTION: If the copier is equipped with a duplex unit verify that the actuator for PC-1, in the duplex unit, is working correctly.

Solution ID TAUS0643978EN***Solution Usage** 0**Description**

Does the copier support the FN8 finisher?

Solution

The copier does not support the FN8. Only the C350 supports the FN8.

Solution ID TAUS0644094EN***Solution Usage** 0**Description**

Are Macintosh* OS 10.4 drivers available or can OS 10.2/10.3 drivers be used on OS 10.4 Tiger?

Solution

Macintosh OS 10.4 Tiger currently ships with print drivers from EFI. It is recommended to use these drivers, rather than non-certified drivers that may ship with the controller. It is not recommended to use OS 10.2 or 10.3 drivers in 10.4, unless there are no alternatives. The native OS 10.4 drivers are only for use with EFI Fiery* controllers and are not intended for use with legacy Konica controllers. The following is a list of EFI drivers that ship with OS 10.4.

EFI Fiery S300 31C-M PS v1.0 eu
 EFI Fiery S300 31C-M PS v1.0 eu
 EFI Fiery S300 31C-M PS v2.0
 EFI Fiery S300 31C-M PS v2.0 eu
 EFI Fiery S300 50C-K v1.1
 EFI Fiery S300 50C-K v1.1 eu
 EFI Fiery S300 50C-K v1.1 jp
 EFI Fiery X3 55BW-M PS v2.0
 EFI Fiery X3 55BW-M PS v2.0eu
 EFI Fiery X3 65BW-M Pro v1.0
 EFI Fiery X3 65BW-M Pro v1.0 eu

EFI Fiery X3 75BW-M PS v2.0
 EFI Fiery X3 75BW-M PS v2.0 eu
 EFI Fiery X3e 08C-M jp
 EFI Fiery X3e 08C-M v3011.103
 EFI Fiery X3e 20C-M v1.0 jp
 EFI Fiery X3e 20C-M v2.0
 EFI Fiery X3e 20C-M v2.0 eu
 EFI Fiery X3e 22C-KM PS jp
 EFI Fiery X3e 22C-KM PS v2.0
 EFI Fiery X3e 22C-KM PS v2.0 eu
 EFI Fiery X3e 31C-M PS v1.0
 EFI Fiery X3e 31C-M PS v1.0 eu
 EFI Fiery X3e 31C-M PS v1.0 jp
 EFI Fiery X3e 31C-M PS v1.1
 EFI Fiery X3e 31C-M PS v1.1 eu
 EFI Fiery X3e 31C-M PS v1.2
 EFI Fiery X3e 31C-M PS v1.2 eu
 EFI Fiery X3e 31C-M PS v2.0
 EFI Fiery X3e 31C-M PS v2.0 eu
 EFI Fiery X3e 50C-K v1.0
 EFI Fiery X3e 50C-K v1.0 eu
 EFI Fiery X3e 50C-K v1.0 jp
 EFI Fiery X3e 65BW-M
 EFI Fiery X3e 65BW-M eu
 EFI Fiery X3e 7255BW-KM
 EFI Fiery X3e 7255BW-KM eu
 EFI Fiery X5 85BW-M v1.0
 EFI Fiery X5 85BW-M v1.0 eu
 EFI Fiery Z4 08C-M jp
 EFI Fiery Z4 08C-M v3010.104
 EFI Fiery Z4 20C-M v1.01
 EFI Fiery Z4 20C-M v1.01 eu
 EFI Fiery Z5 08C-M v3011.103
 EFI Fiery Z5 20C-M v1.02
 EFI Fiery Z5 20C-M v1.02
 EFI Pi5500

* Trademark ownership information

Solution ID TAUS0644562EN*

Solution Usage 0

Description

Printing from QuarkXPress* 4.1 to an X3e/CF2001, not using any color management in Quark*. The colors in the RGB images placed in the document look muddy or washed out. When these same images are printed from Photoshop* they look fine.

Solution

Cause: The images need to be sent to the Fiery controller in RGB, not CMYK.

Solution: In the Quark* print dialog box, click on the Output Tab. Then in the Print Colors pull down menu choose Composite RGB.

Solution ID TAUS0645174EN*

Solution Usage 0

Description

Which option features are available through the print driver?

Solution

Service Bulletin 3289 on PartnerLink outlines the available driver features.

Solution ID TAUS0645250EN*

Solution Usage 0

Description

When the machine is powered-up, the oilcan and Codes P6,7,8, and 9 are displayed.

Solution

Cause: The levers that open the shutter for AIDC sensors are misaligned, and the shutter remains closed.

Solution: Reposition the levers and test the shutter operation.

Solution ID TAUS0645645EN***Solution Usage** 0**Description**

How to set up scanning to E-mail on the Fiery* X3e.

Solution

Please follow the procedure in Bulletin 3749 to set up an X3e for Scan to E-mail on a CF1501.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0646085EN***Solution Usage** 0**Description**

Part number for the Multi-purpose cassette.

Solution

SOLUTION: The part number for the multi-purpose cassette is: 4004-0401-04.

Solution ID TAUS0648173EN***Solution Usage** 0**Description**

T-shirt transfer capability.

Solution

T-shirt transfers are not recommended. T-shirt transfers have been tested and found to cause damage to the transfer and fuser sections of the machine.

Solution ID TAUS0648937EN***Solution Usage** 0**Description**

How to adjust the touchscreen.

Solution

To adjust the touchscreen, perform the following:

1. Press the Utility button and then select [Counter List].
2. Press Stop, 0, Stop, 3.
3. Accurately touch the four X marks on the screen.
4. Select [End].

Solution ID TAUS0649015EN***Solution Usage** 0**Description**

Part number for the Konica Minolta logo 11x17 color test chart.

Solution

Konica Minolta logo 11x17 color test chart (p/n 4036794101).

Solution ID TAUS0650493EN***Solution Usage** 0**Description**

When using the duplex mode and copying the second side, the paper skews in the duplex unit and then jams as it enters the synchronization rollers.

Solution

CAUSE: The upper guide on the duplex unit may be cracked.

SOLUTION: Replace the upper guide on the duplex unit (p/n 4657-3705-03).

Solution ID TAUS0650712EN***Solution Usage** 0**Description**

PF117, part number for the feed tension spring is not listed in the Parts Manual.

Solution

The PF117 Parts Manual does not list this item (Page 5, graphic of part is shown to the left of item #13, however there is no reference number for this item listed.)

The spring can be cross-referenced using the (XK) DB432 Parts Manual. The correct part number for the tension spring is p/n 112E40720

Solution ID TAUS0650890EN*

Solution Usage 0

Description

P-6, P-7, P-8, P-9 during image stabilization at power up.

Solution

CAUSE: There is a problem with the quality of the color alignment test pattern produced on the belt or with the AIDC sensors (UN20 and UN21) .

SOLUTION: Run halftone test prints of all four colors to determine if there is a problem with image production. Clean the AIDC sensors. Ensure that the shutter is opening to expose the AIDC sensors.

Solution ID TAUS0651523EN*

Solution Usage 0

Description

How to check the image unit life.

Solution

There are two ways to check the life of the image units. The customer can check the life by pressing the Utility Key and then selecting [Unit Life Indicator]. The life will be displayed in bar graph form F (full) to E (empty).

The technician can check the actual life in minutes by performing the following:

1. Enter the Technical Mode.
2. Select [Counter].
3. Select [Life].
4. Select [2].

The image unit life will be displayed in minutes of use.

Solution ID TAUS0652040EN*

Solution Usage 0

Description

New, Limited Extended Warranty Program.

Solution

See the New, Limited Extended Warranty Program announcement for details.

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0652140EN*

Solution Usage 0

Description

C3C00 through C3C40.

Solution

CAUSE: C3C** codes are related to the BRU (Banknote Recognition Unit). The BRU is the counterfeit prevention system (gold box) on PWB-C. The codes related to this system are confidential and therefore not published in the technical manual. DO NOT insert or remove the BRU with the power ON and DO NOT power ON the machine with the BRU removed. UNPLUG the AC supply to the machine prior to removing or inserting the BRU.

SOLUTION: Call the Konica Systems Solutions Group when a BRU failure code occurs.

Solution ID TAUS0652333EN*

Solution Usage 0

Description

Cannot adjust the color registration.

Solution

CAUSE: The LED indication may not move upward when the lever is locked into position.

SOLUTION: Remove the imaging unit and raise and lower the lever (p/n 4004-1826-03). Verify that the LED indication moves upward and downward.

Solution ID TAUS0653235EN*

Solution Usage 0

Description

Part number for the PCMCIA Flash Card.

Solution

8MB PCMCIA Flash Card (p/n 766080135).

Notes:

1. Card Specifications - 8MB Programmable Flash Card, AMD "D" Series, Type 1 Linear, 5V DC only, operation with minimum of 200ns access time from standby.
2. Use the SwapFTL_Utility and current firmware located on the [[Konica Minolta FTP site| URL <ftp://kbtdigital:kx15@ftp.konicabt.com>]].

Solution ID TAUS0653436EN*

Solution Usage 0

Description

Where does the copier store a "scan to" address for a one-touch button?

Solution

The one-touch "scan-to" data is stored in the NVRAM chip on the copier.

Solution ID TAUS0653593EN*

Solution Usage 0

Description

The exit rollers come on during warm up, but do not come on in copy cycle causing a jam as the paper exits the fuser.

Solution

CAUSE: A failed exit sensor.

SOLUTION: Replace the exit sensor (p/n 111T85070).

Solution ID TAUS0653963EN*

Solution Usage 0

Description

Part Number for CF1501 and CF2001 SCSI Cable on a OneRIP System.

Solution

The Part Number for CF1501/ CF2001 SCSI Cable (Description: CBL, PRINT/DCAN (Z4)) on a OneRIP Server (p/n 45018031).

Note: See OneRIP CF1501/2001 Printer Supplement for details.

Solution ID TAUS0654006EN*

Solution Usage 0

Description

Part Number for CF1501 and CF2001 SCSI Cable on a OneRIP System.

Solution

The Part Number for CF1501/ CF2001 SCSI Cable (Description: CBL, PRINT/DCAN (Z4)) on a OneRIP Server (p/n 45018031).

Note: See OneRIP CF1501/2001 Printer Supplement for details.

Solution ID TAUS0655962EN*

Solution Usage 0

Description

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark* is different from an Epson* which is different than an HP*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the

HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not). The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

* Trademark ownership information

Solution ID TAUS0634060EN*

Solution Usage

Description

List of equipment that is no longer being supported.

Solution

Please see attached Product & Technical Support Bulletins 1792 and 2443 and Marketing Bulletin#07-GB-016.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0648022EN*

Solution Usage

Description

Can image stabilization be disabled or made to occur less often?

Solution

Image stabilization can not be disabled or adjusted to occur less frequently.

Solution ID TAUS0654824EN*

Solution Usage

Description

C-1220.

Solution

CAUSE: Bent pins or a loose connector on the scanner to main body cable (SCSI cable).

SOLUTION: Remove the cable and check it for bent pins. Inspect the connector on both the scanner and main body. Reinstall the cable and do not over tighten the two screws on the connectors. Ensure that strain reliefs are installed on both ends of the cable.

Solution ID TAUS0655608EN*

Solution Usage

Description

Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution

Konica Minolta MFPs are fully compatible with Category 6 cable standard.

Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.

Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0655991EN*

Solution Usage

Description

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use

different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark is different from an Epson which is different than an HP, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica Minoltadriver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).

The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

Solution ID TAUS0656300EN*

Solution Usage

Description

SAP device types availability.

Solution

Refer to attached Marketing Bulletin #06-GB-039 for details.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0657674EN*

Solution Usage

Description

Jamming or skewing from the paper trays.

Solution

CAUSE: Loop adjustment has not been performed.

SOLUTION: Enter Tech Rep mode and select Machine Adjust, then Loop Adjust. Try different values and test. Set the value that resolved the jamming or skewing problem.

Solution ID TAUS0658247EN*

Solution Usage

Description

Intermittent jagged image occurring only in cyan and only when printing.

Solution

CAUSE: The optional memory for the duplex unit may have failed.

SOLUTION: Remove the memory and test the copier to confirm the issue has been resolved.

Solution ID TAUS0700244EN*

Solution Usage

Description

How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution

To determine what version of Sun Java™ is installed, perform the following:

1. From a command prompt type: java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0700373EN*

Solution Usage

Description

How to enable an installed Jamex®vend unit.

Solution

To enablea Jamex® vend unit, perform the following:

1. Enter the Service mode by pressing Utility and then Meter Count.
2. Press Stop, 0 twice, Stop , 0 and 1.
2. Enter the Security Mode by pressing Stop and then 9.
3. Press Vender Mode.
4. Select Set.
5. Select Coin or Card.
6. Press End, Menu, and Fin. Time to return to main screen.

Solution ID TAUS0701116EN*

Solution Usage

Description

Ghosting and offset imagewhen printing and copying.

Solution

CAUSE: Fuser Web roller drive gearhas failed (broken) or the one way bearing is slipping. Due to this, the fusing belt will not be cleaned. If this symptom is not detected on time it will result in damage of the fuser rollers and the stripper fingers.

SOLUTION:Replace the gear (p/n 4004260603). The fusing web, if it is not atthe end, can be used. Replace it if deemed necessary (the web roller is used more then 60% orfeels dry -no oil).

Solution ID TAUS0701635EN*

Solution Usage

Description

When printing out engine test prints, black prints out fine. The same test prints for C, M, or Y are blank.

Solution

CAUSE: The copier is defaulted to B/W mode instead of Full Color.

SOLUTION: Exit the tech rep mode and set the copier control panel to Auto Color instead of B/W mode. Enter tech rep mode and run the test prints.

Solution ID TAUS0701805EN*

Solution Usage

Description

The machine will not go to ready when attempting to do the fuser nip adjustment.

Solution

CAUSE: Tray 1 setting is not Normal or the paper is loaded in the landscape direction. The directions in the technical manual incorrectly show that the paper must be in the landscape direction.

SOLUTION:Position the Tray 1 paper in the portrait position and set the tray to normal.

Solution ID TAUS0701812EN*

Solution Usage

Description

The paper folds over and jams between the fuser exit and the exit rollers.

Solution

CAUSE: A loss of drive to the exit rollers. The metal bracket on the upper right side(no part number in the manual) that contains the cluster of gears that mate with theexit drive section becomes bent preventing the gear from meshing with the exit section.

SOLUTION: Carefully form the bracket so the gear meshes.

Solution ID TAUS0702146EN*

Solution Usage

Description

How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution

Please see the attacheddocument for detailed information.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0702534EN***Solution Usage****Description**

How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution

Please perform the procedures mentioned in the attached document.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>